

**RELOCATION
ASSISTANCE
PROGRAM**



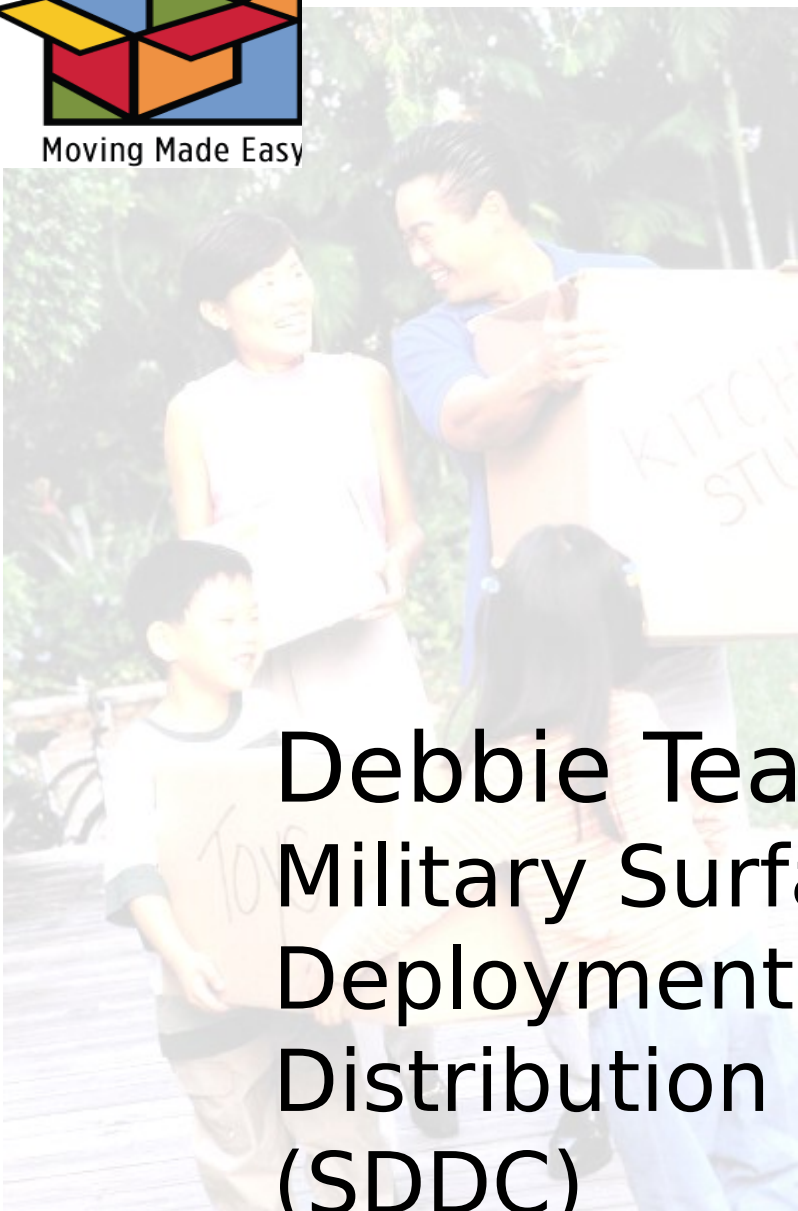
Moving Made Easy

13th Annual Joint Services/Agency/ERC National Relocation Conference

Plan a Military Move (DP3)

20 May 2011

8:45-9:45



**Debbie Teague
Military Surface
Deployment and
Distribution Command
(SDDC)**



Military Surface Deployment and Distribution Command

- Military Surface Deployment and Distribution Command (SDDC), located at Scott Air Force Base, Illinois
- Personal Property Directorate is executive agent for the movement
 - of DOD household goods and privately owned vehicles
- Approximately 600,000 shipments annually (\$2.2B)
- TSP Qualifications
- Rates, Operations and Quality Assurance
- Nontemporary Storage (long-term) and Privately Owned Vehicle





Defense Personal Property Program (DP3)

- SDDC partnered with the Military Services, moving industry and USTRANSCOM to develop business rules and system requirements for the movement of DOD Personal Property Shipments
- DP3 provides:
 - Web-based Counseling and Shipment Management
 - Procurement of Best Value Transportation Services
 - Electronic Billing and Payment
 - Full Replacement Value (FRV) Carrier Liability
 - On-line Claims Processing
- Defense Personal Property System (**DPS**) is the supporting system for DP3



Defense Personal Property System (DPS)

- **DPS is the technology side of DP3**
 - One-stop source for managing personal property moves
- Available worldwide (via internet) 365 days a year and 24/7
- Allows Self-Counseling
- Provides communication between Customer, Personal Property Shipping Offices (PPSO) and Transportation Service Providers (TSP)
- Provides capability to file claims online



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Historical DPS Timeline

- Nov 2008 - Initial 18 Sites Moving Shipments
- Mar-Nov 2009 = Remaining Sites Phased-In
- March 2010 = 35% of DOD Shipments Processed in DPS
- April 2010 = 65% of DOD Shipments Process in DPS (added PPM)
- April 2011 = 85% of DOD Shipments Processed in DPS
- Remaining 15% = FY12 One-Time-Only (remote locations), Mobile Homes, Boats, Special Solicitation Shipments, and Volume Moves





Who uses DPS?

- SDDC
- Service Members (including Coast Guard)
- DOD Federal Civilian Employees
- Personal Property Shipping Offices (PPSO)
- Personal Property Processing Offices (PPPO)
- Transportation Service Providers (TSP)
- Military Claims Offices (MCO)



Get Started Early!

- Get started early and get educated on your move!
- Contact your PPSO/PPPO or go to www.move.mil
 - It's Your Move pamphlet
 - Shipping Your POV
 - Determine eligibility to DPS self-counsel
 - Weight allowances
 - Your moving responsibilities
- Remember "It's Your Move"
 - Ask Questions and Get Involved!



Move.mil



MOVE.MIL
Official DPS Portal

 [DPS Status Dashboard](#)

[Home](#)

[Contacts/Help](#)

[FAQ](#)

Can we help you find something?



[What Is DPS?](#)

[DPS Registration](#)

[DPS Login](#)

[Forgot Password?](#)

[Program Director](#)

To Get Started, Select a Video

Personal Property Shipping Office (PPSO)



Watch the Video!



- PPSO Resources
- CSS Support
- Training

[Click Here for PPSO >](#)

DOD Service Members and Civilians (DOD)



Watch the Video!



- Before You Begin
- Start Your DPS Move
- After Delivery

[Click Here for DOD >](#)

Transportation Service Provider (TSP)



Watch the Video!



- TSP Resources
- CSS and BVS
- TSP News

[Click Here for TSP >](#)

What's New?

DPS Smart Book v21

Updated 14 September 2010

DPS Metrics

Updated 3 September 2010

What is DPS?

Updated 1 October 2010

DPS How-To Guides

Updated 16 August 2010

Customer Satisfaction Surveys (CSS) are important!!!

[Lost your userID?](#)

[Previous](#)

[1](#)

[2](#)

[Next](#)



Key Factors for a Good Move

- Once PCS orders are received
 - Don't wait...get the move set up as soon as possible
 - Be flexible when selecting packing and pickup dates
 - Preferred dates may not be available during summer season
 - Have a spread of dates not just "the" date you want to move
 - Pack/pickup dates are not firm until confirmed with your TSP
- Discard personal property you no longer want or need
- Provide realistic shipment weight (use estimator on www.move.mil)
- Stay in touch with your TSP, especially as you get closer to "move day"
- **Vital to keep in-transit contact information current in DPS**

Good estimated weight (weight estimator in www.move.mil)



PPSO/PPPO Counseling

- Member/employee will be counseled in DPS on:
 - Entitlements
 - Member/employees shipment responsibilities
 - TSP responsibilities
 - TSP liability/claims
 - Importance of completing the Customer Satisfaction Survey (CSS)
- Assist with obtaining an ETA account/password



Self-Counseling

- Customer must submit a request for an ETA account via www.move.mil
- DPS self-counseling will provide the following information:
 - Entitlement
 - Member/employees shipment responsibilities
 - TSP responsibilities
 - TSP liability/claims
 - Importance of completing the Customer Satisfaction Survey (CSS)
- Customer **must** print, sign all forms and **submit** to PPSO/PPPO along with orders
- PPSO receives shipment applications and validates entitlements

NOTE: Customer can still contact the PPSO/PPPO for assistance



System Response Center (SRC)

- For userid/login, systems errors, or DPS application issues contact the System Response Center (Help Desk)
- Toll Free 1-800-462-2176
- Commercial 618-220-7332
- DSN 770-7332
 - Option 5: DPS
 - Option 6: ETA Admin
 - Option 7: Personal Property Survey
- sddc.safb.dps hd@us.army.mil



Claims

- The best advice : **WATCH THE CLAIMS VIDEO**
www.move.mil
- Claims Timeline
 - Customer has 75 days from delivery to notify TSP of loss/damage
 - Once customer submits claim, TSP has 60 days to respond
 - Once all item(s) are settled, the TSP must pay within 30 days
- If TSP does not meet timelines, the customer should notify the Military Claims Office and their destination PPSO



Customer Satisfaction Survey (CSS)

- CSS is a 12 question survey designed to measure the performance of the TSP and obtain feedback about services provided by the local PPSO. (only questions regarding the TSP are used for TSP scoring.)
- Represents Customer's "voice" about services they receive
- Gives customer the opportunity to make sure only quality companies move DOD household goods
- Once shipment is delivered, DPS sends survey notification to customer
 - If survey is not completed within 7 days , e-mail reminders are sent on the 14th and 21st calendar day after delivery



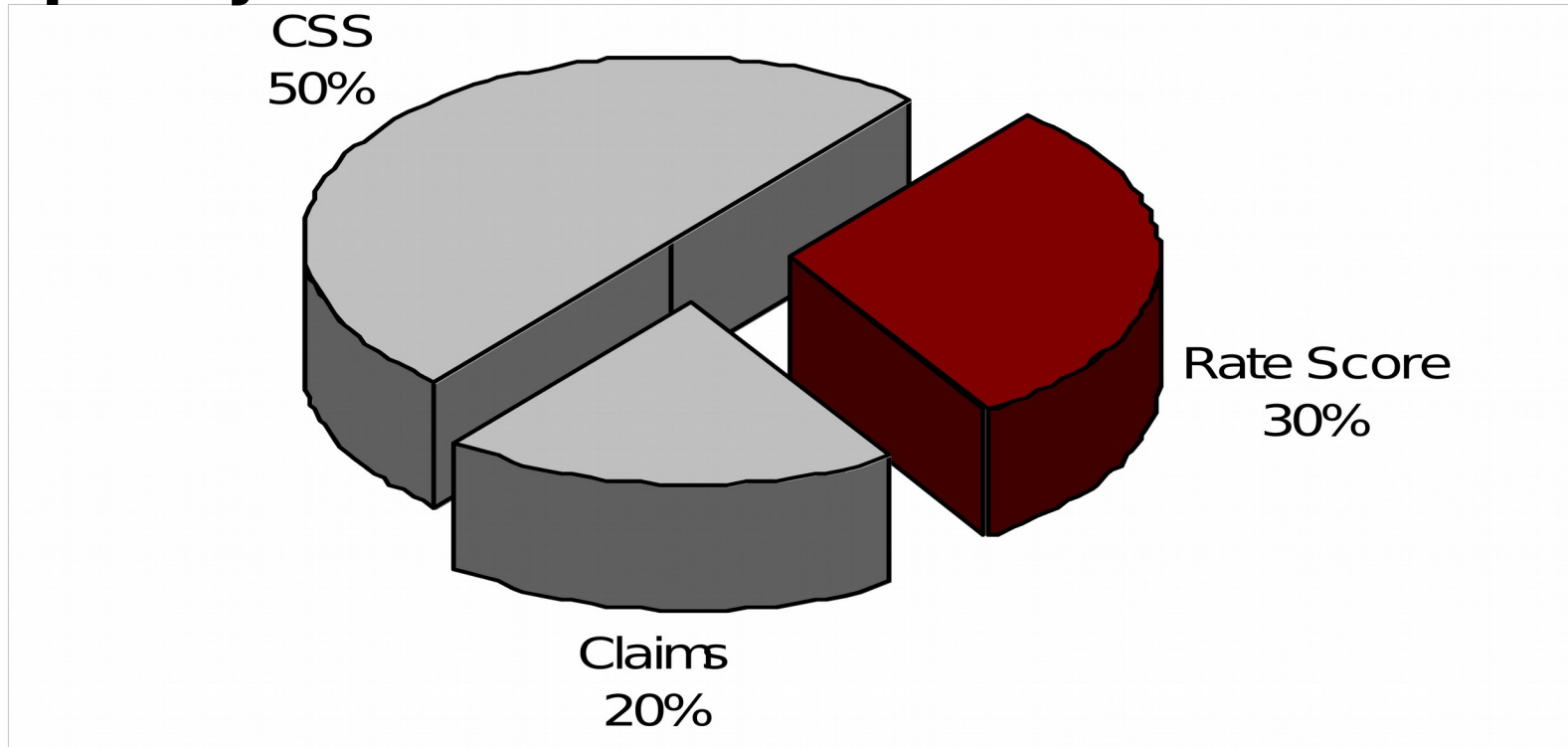
CSS Questions

- CSS provides a score for Best Value determination
- Sample CSS questions
 - Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew
 - Evaluate how satisfied you were with timeliness of the pickup of your personal property by the Transportation Service Provider (mover)
 - Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow up



Backbone of DP3

CSS is VITAL to the success of the overall quality of DP3



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MAKING MOVING BETTER

